



ITIL® FOUNDATION (VERSION 5)

Digital product and service management foundations

ITIL Version 5

Digital Services

**Get certified. Get ahead.
Together.**

Develop your understanding. Connect concepts with practice. Plan your next professional step.



Course attendance and certification are separate. Confirm the relevant assessment requirements and package inclusions.





LEARNING WITH THE AGILENOW

About Company • About Course • Key Features



About Company

The AgileNow supports professional development through expert-led certification and skills training in Scrum, Agile, Project Management, ITSM and technical subjects.

About Course

ITIL Foundation Version 5 introduces digital product and service management across a lifecycle. Its learning focus includes collaborative value creation and the concepts that help organisations manage digital products and services.

Key Features



Role-focused learning

Relevant certification or technical pathway.



Clear course scope

Review entry requirements and curriculum.



Practical discussion

Connect concepts with workplace scenarios.



Training options

Confirm format, materials and exam inclusion.



YOUR LEARNING JOURNEY

What You Will Get • Course Curriculum • Prerequisites • Who Should Attend

What You Will Get



Explore core concepts and the purpose of lifecycle thinking.



Discuss how providers, consumers and other stakeholders contribute to outcomes.



Consider organisational, process, technology and supplier perspectives.



Understand how governance, principles, activities and practices fit together.

Prerequisites

An entry point to Version 5. Digital service experience is helpful. Compare Foundation and bridge options with your existing credentials.

Course Curriculum



01 Digital products and services



02 Value co-creation



03 Management dimensions



04 ITIL Value System



05 Collaboration and experience



06 Risk and improvement



07 Lifecycle scenarios



08 Foundation study plan

Who Should Attend

Digital product and service professionals; IT support, operations and service delivery teams; Managers and practitioners seeking an introduction to the current ITIL pathway



QUESTIONS & YOUR NEXT STEP

Frequently Asked Questions • Contact Details



What is ITIL Foundation Version 5?

It is an introduction to digital product and service management, lifecycle thinking and collaborative value creation.



Is this the same syllabus as ITIL 4?

No. ITIL 4 and Version 5 have distinct materials and pathways. Prepare with the syllabus that matches your intended assessment.



Does course completion award certification?

Course attendance and certification are separate. Check the relevant awarding body or vendor assessment requirements.



Are exam fees and materials included?

Confirm examination inclusion, learning materials and practice environment access in your selected package.



What are the dates and delivery options?

Ask about availability, duration, fees and online, classroom or corporate training options.



Contact Details



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Ask about batches, fees & registration